

Sustainability Report 2023

Beyond EXTRAORDINARY



Manuela Castro
Products Sasoni S.A.S.
La Ceja, Antioquia



 interactuar

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Mónica María Quinchía
Lalynde Shoes S.A.S
Medellín, Antioquia

Chapter 1

GOING THE EXTRA MILE TOGETHER

1.1. 2023 results and impacts

We are a **social and business** development corporation, founded in 1983.

We have supported more than **450,000** entrepreneurs and business people since our foundation.

We are present in **11** departments and in more than **240** municipalities in Colombia.



Colaboradores:

2023: **562** | 2022: 587



In 2023 **70.546** entrepreneurs had an active credit at some point during the year, of **27,515** received **value support**.

2022 figures:

64.147 entrepreneurs with credit, **24,590** had **Value support**.

Traceability of our results*:

2023 results and impact

Entrepreneurs served:
2023: **59.483** | 2022: 53.730



Coverage with value support:
2023: **39%** | 2022: 38%



2023: **51%** **48%** | 2022: 54% 45%
women men women men



Entrepreneurs served MBA Urbano:
2023: **360** | 2022: 188



Entrepreneurs served MBA Agro:
2023: **235** | 2022: 170



Our flavor of region
Marinilla, Antioquia



2023:
56.8%
claims to
generate jobs

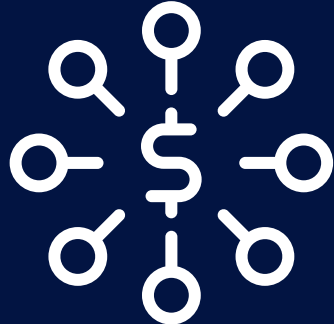
Jobs supported



2022:
42.5% claims to
generate a job

2023:
3,8 CLMW*
monthly

Sales



2022:
3,9 CLMW* monthly

2023:
44% of our
businesses are
1 to 5 years old.

Permanence:



2022:
36% of our businesses are
between 1 and 5 years old.

*CLMW: Minimum legal salary in force in Colombia USD 383.

*Note: In 2023, our commitment to the social, economic and environmental advancement of entrepreneurs was reflected in a change in our methodology, moving from a traceability measurement to a Multidimensional Social Position Index.

This gave us a new perspective on the reality of our entrepreneurs in terms of **economic safety, household well-being and human capital.**

For the data analysis it is important to consider that, due to the methodological change, the data of these variables is not comparable to the figures presented in 2022 with the previous methodology, so the results in this report change. Its objective is to represent the characterization of our entrepreneurs by years and at certain moments of measurement.



Luis Carlos Calderón
Amethyst Intimate Essence
Medellín, Antioquia

Economy with social sense:

Loans granted:

2023: **44.205** | 2022: 44.628



Current portfolio:

2023: **USD \$110,8 million** | 2022: USD \$76,8 million



Past due portfolio:

2023: **9,4%** | 2022: 3,1%



Punished portfolio:

2023: **5,6%** | 2022: 3,4%



Total income:

2023: **USD \$45,0 million** | 2022: USD \$26,3 million



Assets:

2023: **USD \$137 million** | 2022: USD \$88,3 million



Liabilities:

2023: **USD \$82.8 million** | 2022: USD \$56 million



Equity:

2023: **USD \$54,2 million** | 2022: USD \$32,2 million



*Figures expressed USD million.
Figures are expressed at the market exchange rate (TRM) as of December 2023.*

2023 results and impact

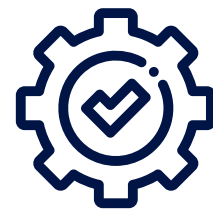
We join forces to generate impact:

Allies:



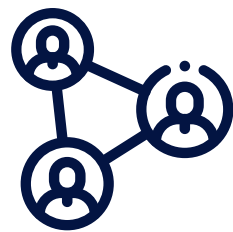
2023: **19**
2022: 13

Projects:



2023: **12** in 12 departments.
2022: 17 in 12 departments.

Entrepreneurs served with projects:



2023: **3.437**
2022: 3.470



Andrés Mesa
Blackmill
Medellín, Antioquia

1.2. A transparency excersises about our Report

For the development of this report we have identified the most relevant points of our management during 2023 in our relations and actions with stakeholders. In this context, we will share the main achievements articulated to our strategy, and the proposed goals.

The sustainability report is built under the Global Reporting Initiative (GRI) methodology. We emphasize that we continue learning and integrating other measurement frameworks to the methodology, in this case, the ESG (**environmental, social and governance**) principles and OECD (Organization for Economic Cooperation and Development) criteria, which allows us to evaluate our performance in terms of sustainability.

By considering environment, society and corporate governance related aspects, we can identify areas for improvement, mitigate risks and take advantage of opportunities to promote a more sustainable and responsible business.

This report covers the period from January 1 to December 31, 2023.

For questions or comments on this report, please write to comunicacionesinteractuar@interactuar.org.co



Nataly Zapata
Anidarte Estudio
Santa Elena, Antioquia



Jhon Hernán Molina
Las Margaritas Agroenterprise
Santa Elena, Antioquia

1.3. Materiality analysis from our GRI, ESG, OECD GRI, ESG, OECD views

An exercise from different perspectives to continue growing together.

For the purposes of this report, in 2023 we decided to carry out a new stakeholder consultation based on the plural methodology structured in 2022, which consolidates the sustainability lessons learned from previous years, mainly due to changes in the industry, in the country's economic variables that affected our stakeholders, and to reorganizations of the Corporation's internal capacities.

Based on the aforementioned frameworks, we consulted with our stakeholders using the following techniques:

1. **In-depth interview:** businessmen, suppliers and allies.
2. **Focus group:** employees, businessmen, suppliers and Sustainability and Development Committee.
3. **Semi-structured surveys:** evaluation of the level of importance and relevance of the different material issues on a Likert scale and openended questions on a Likert scale and open-ended questions that inquired about the recommendations of the stakeholders to the relationship and our value accompaniment.

This steps helped us define our materiality in a clear and structured way.

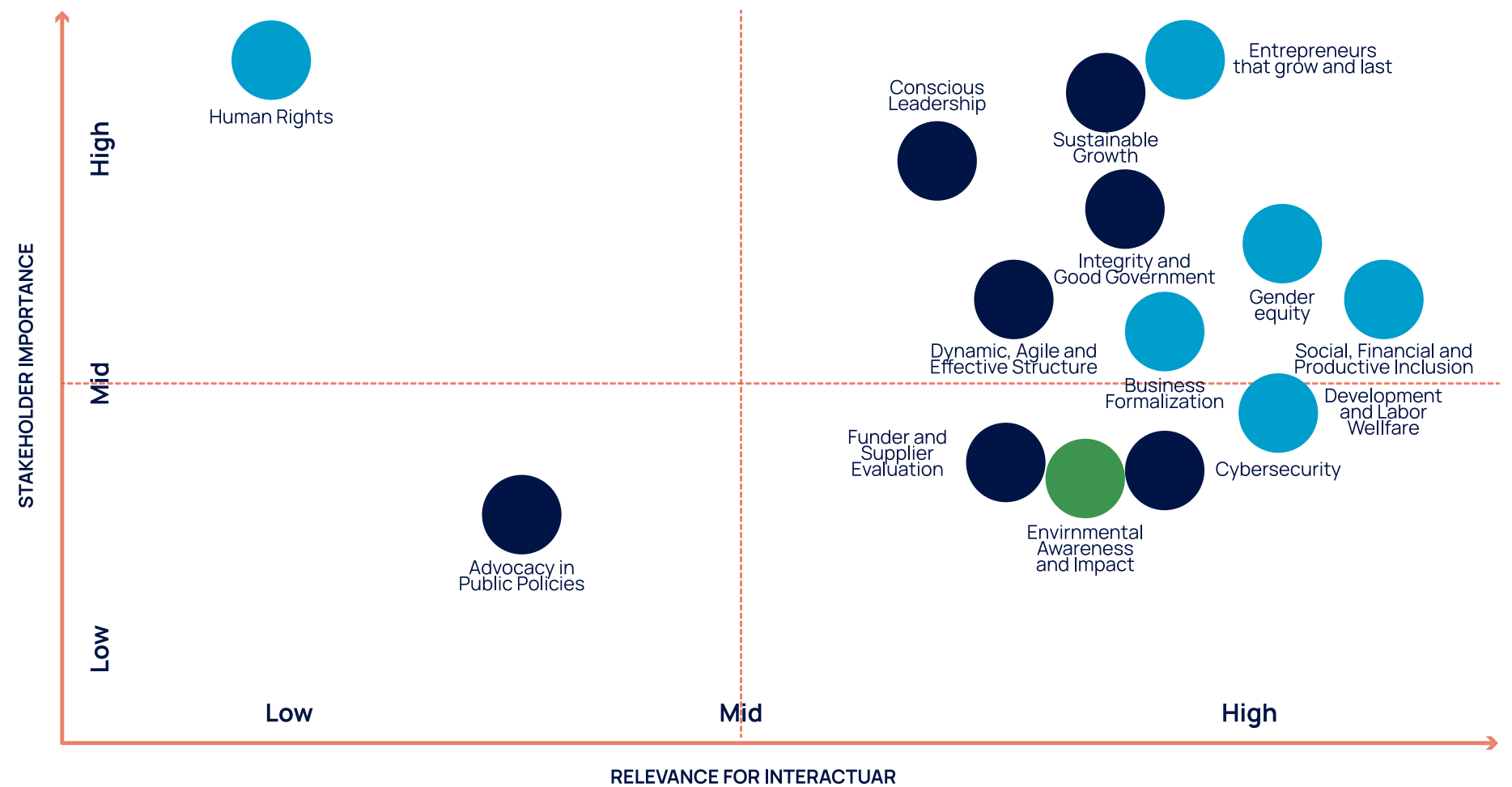


Illustration 2. Interactuar 2023 Materiality Matrix.

Chapter 2

THE MEANING OF OUR ACTIONS



2.1. A main purpose that connects us

At Interactuar we promote the social, economic and environmental progress of Colombian entrepreneurs and businesspeople.

How do we do it?

Through financial services with value support to companies and individuals with the potential to develop business and human capabilities.

2.2. Our causes

A cause is what motivates us to get up every day to work with the closeness, trust and awareness that we provide our entrepreneurs, guaranteeing access to financial services.



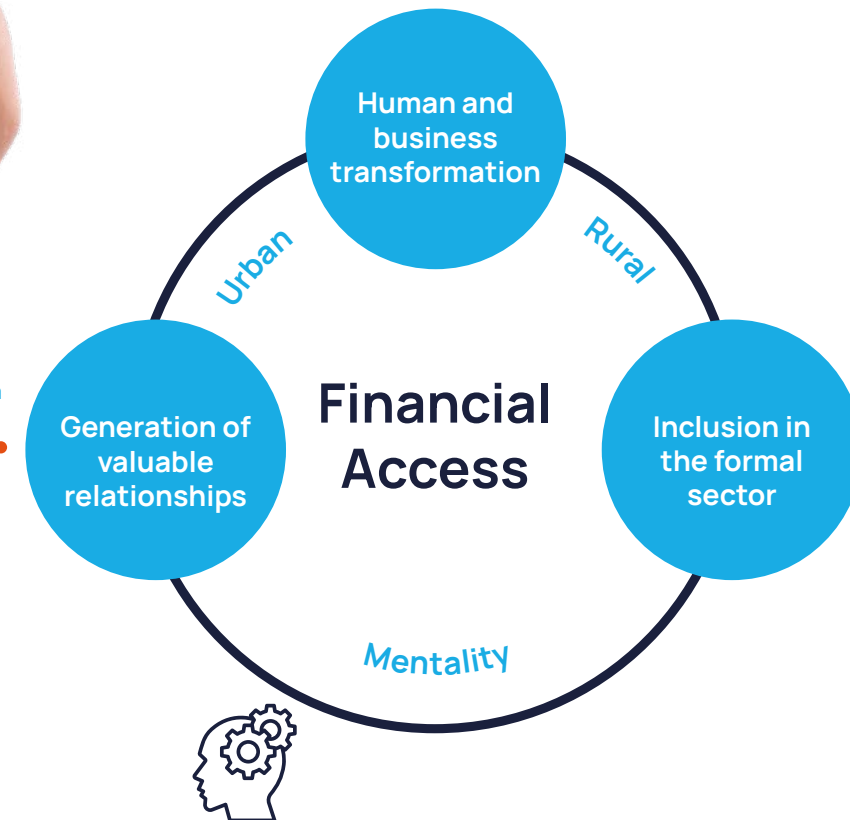
Overcoming subsistence, generating value and wealth.



Linking with key ecosystem actors and services.



Enabling conditions that allow productive initiatives to consolidate and grow.



Dálida Morales
Urantia Organic Agriculture
Jericó, Antioquia

2.3. Geographic presence

We reach **11** departments and more than **240** municipalities in Colombia with **36** offices located in **6** of the **11** departments.

Sucre
13 municipalities.

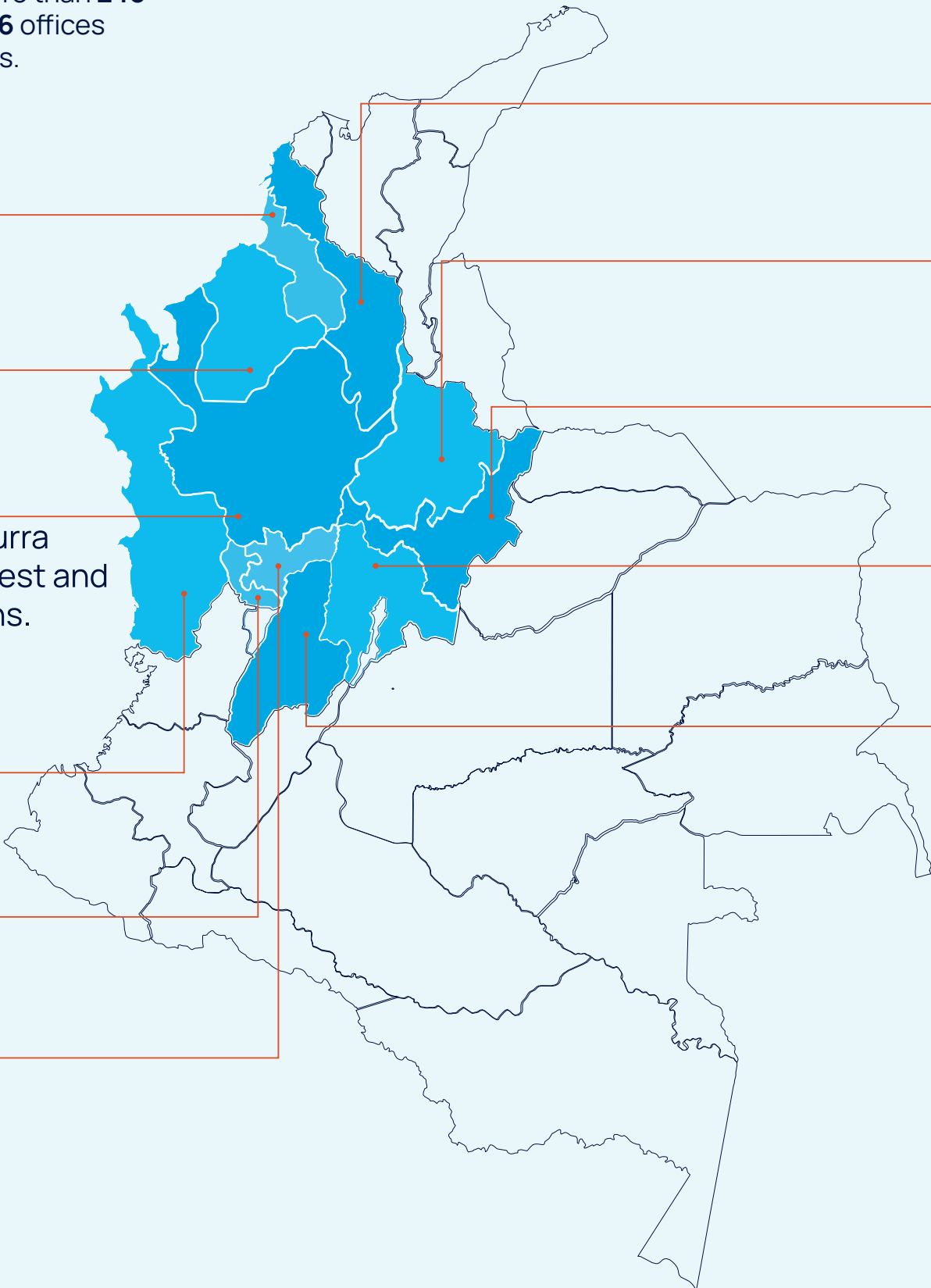
Córdoba
25 municipalities.

Antioquia
114 municipalities in the Aburra Valley, North, West, Southwest and Antioquian Uraba subregions.

Chocó
3 municipalities.

Risaralda
5 municipalities.

Caldas
25 municipalities.



Bolívar
In Carmen de Bolivar.

Santander
5 municipalities.

Boyacá
In Puerto Boyacá.

Cundinamarca
28 municipalities.

Tolima
27 municipalities.

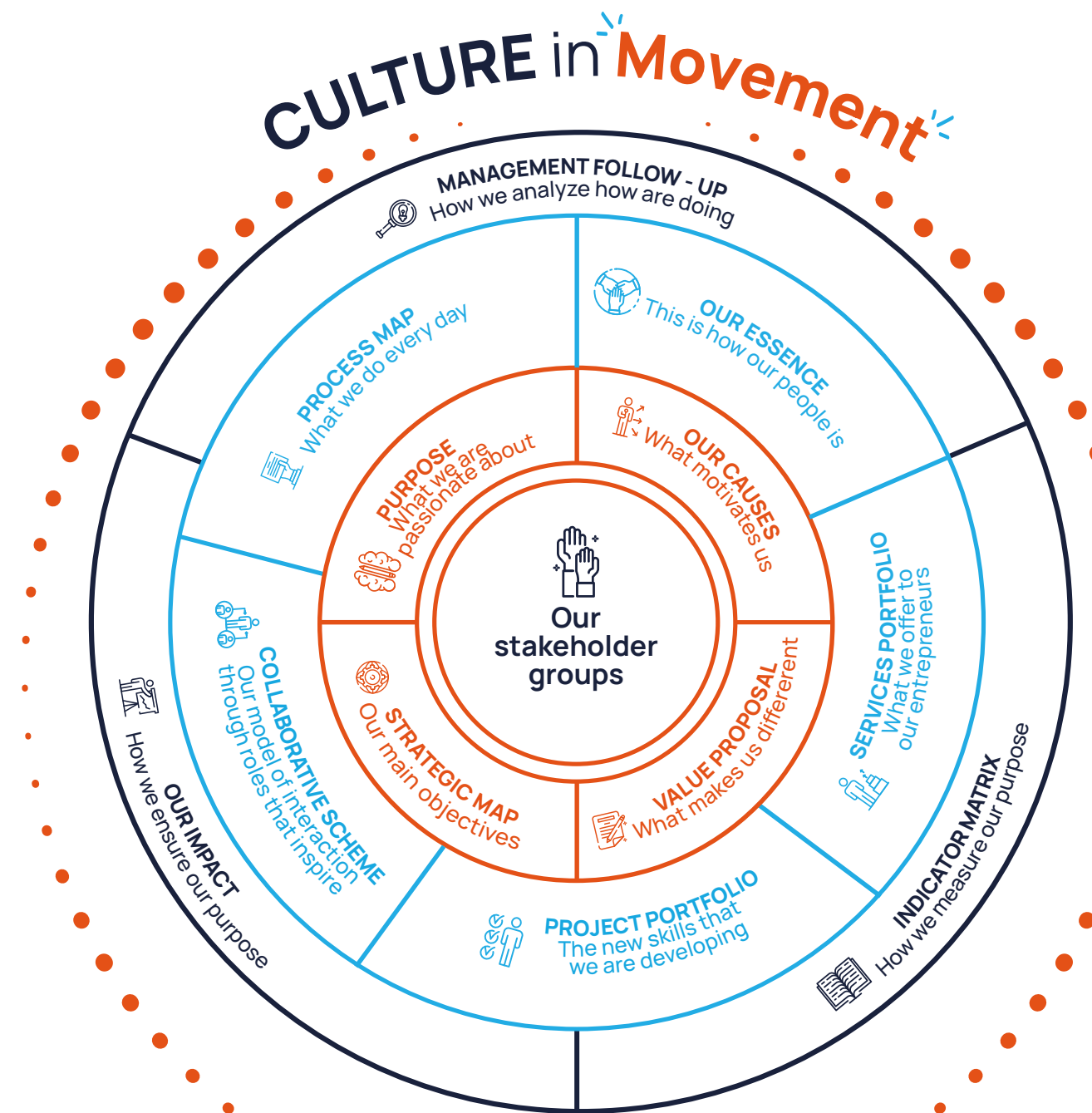


Yorledy Cárdenas Martínez
Azulina details for the Soul
El Carmen de Viboral, Antioquia

2.4. Our management model



Catalina Sucerquia
Arlina Nails
Medellín, Antioquia

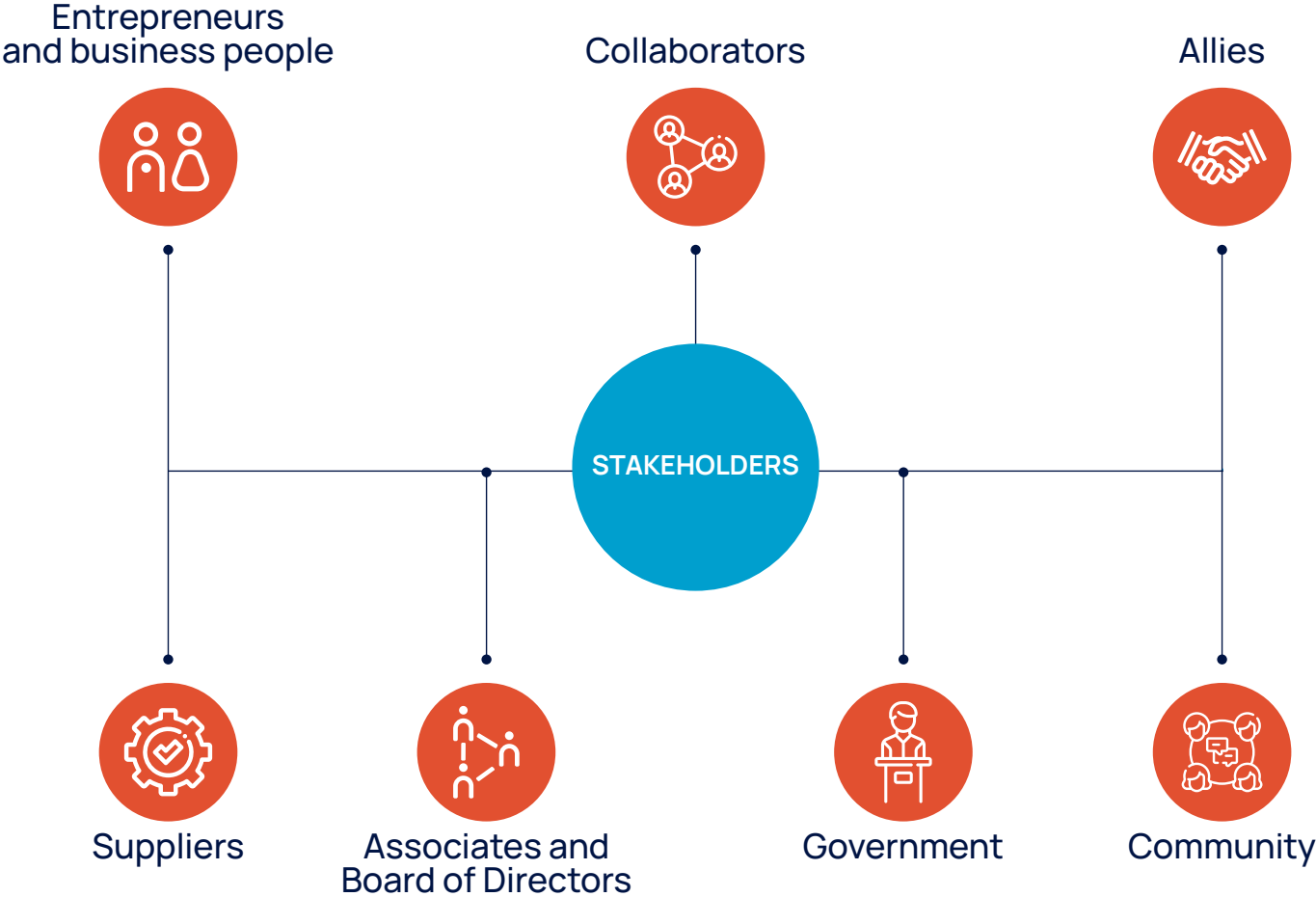


Sustainable Development Goals



2.5. Stakeholders

During 2023, we made progress in deepening the strategic objective of each stakeholder group, as well as their needs and expectations, establishing a dependency and influence matrix, the relevant topics of the relationship with each one, the subgroups and the opportunities and risks matrix.



Reinaldo Naranjo
Happy field
Sonsón, Antioquia

Diana Hernández
Califa Flowers
El Carmen de Viboral, Antioquia



2.6. Integration with the Sustainable Development Goals (SDGs)

At Interactuar we are committed to contribute to the materialization of the 2030 Agenda through the contribution from our purpose to the Sustainable Development Goals (SDGs), which guide our actions to generate environmental, social and economic value for both ourselves and our stakeholders.



SDG Goals to which we contribute

SDG Goals Colombia

1.A - Mobilize resources to implement policies aimed at eradicating poverty.

1.B - Develop regulatory frameworks focused on the poor and gender-sensitive population.

Some relevant contributions

Of the **70,545** entrepreneurs who had active credit at some point during the year, **27,515** received some business support.

36% of the beneficiaries of the agribusiness program are female productive unit leaders units, and of the total number of women, **38%** are the main income source for their households.



SDG Goals to which we contribute

SDG Goals Colombia

5.5 - Equal Opportunity and Participation in Leadership Positions.

5.A - Equal access to economic resources, ownership of property and services.

Some relevant contributions

64% of Interactuar employees are women.

56% of the Corporation leadership positions are represented by women.

60% of Interactuar board of directors is made up of women.

45% of the board of directors is made up of women.

51% of the entrepreneurs served are women.

9,626 women obtained their first credit with Interactuar and received business management skills.



María Eugenia Castrillón
Natusoya
Girardota, Antioquia

8 DECENT WORK AND ECONOMIC GROWTH



SDG Goals to which we contribute

SDG Goals Colombia

8.8 - Universal labor rights and safe working environments.

8.10 - Universal access to banking, insurance and financial services.

Some relevant contributions

100% of employees with formal contracts.

100% of employees have fringe benefits provided by law.

59.483 entrepreneurs business support **5,865** agripreneurs beneficiaries of the parametric insurance.

10 REDUCED INEQUALITIES



SDG Goals to which we contribute

SDG Goals Colombia

10.1 - Reducing income inequalities.

10.2 - Promote social and economic inclusion.

Some relevant contributions

51% of the people we serve are women between 43-50 years old with primary school level.

26.69% of our portfolio is rural.

9.87% of our credit customers are young people under 28 years of age.

48% of our entrepreneurs identify themselves as victims of conflict.

We disbursed more than **USD \$1.7 million** for Colombian agriculture with a placement rate **500** basis points below the Corporation's average rate.

Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.



Jaime Alberto Escobar
Gaia Bio Fertilizers
Caldas, Antioquia



SDG Goals to which we contribute

SDG Goals Colombia

13.B - Promote mechanisms to increase planning and management capabilities.

13.3 - Build knowledge and capabilities to address the challenges of climate change.

Some relevant contributions

30% of the agripreneurs participating in the MBA Agro program have become aware of their responsibility towards the environment and resources.

27% of MBA Agripreneurs develop good environmental practices in their businesses. 32% of the energy consumed at Interactuar's headquarters is supplied by solar panels.

183 employees work in the hybrid work mode.



SDG Goals to which we contribute

SDG Goals Colombia

17.6 - Increase cooperation and access to science, technology, and innovation.

17.17 - Fostering Effective Alliances.

Some relevant contributions

19 allies.

12 projects.

3,437 beneficiaries.

In five years of working with the Let's Go Bajo Cauca Alliance, **8,182** people were served in all of the Alliance's components (agricultural, urban, employability, credit, gender and youth), of which **4,145** were young people and **4,557** were women.

We obtained international funding to support our impact with Lockfund for **USD \$14.9 Million**. In Alliance with Tetrattech, we carried out the Generando Equidad project, whose purpose was the economic empowerment of women in the Bajo Cauca Antioquian Bajo Cauca and Montes de María by **USD \$242.922** to contribute to financial access through microcredit.

We developed the impact measurement model under the Multidimensional Social Position Index measurement, thanks to USAID resources.

Thanks to the Alliance with Locfund Next IDB LAB (innovation laboratory of the Inter-American Development Bank Group) we were able to access resources for the implementation of the digital client project for **USD 15,000**.

KIVA: with this ally we were able to disburse 2,753 loans for **USD \$1.5 million** to entrepreneurs in vulnerable conditions.

*Figures expressed USD million.
Figures are expressed at the market exchange rate (TRM) as of December 2023.*

2.7. A vibrant place to work

A team that goes the extra mile

Employment for equity and inclusion

Indicator	Staff distributed by gender			
	2022		2023	
	#	%	#	%
♀ Women	371	63	358	64
♂ Men	216	37	204	36
Total employees	587		562	

Women in leadership positions:
2023: **56%** | 2022: 55%

Men in leadership positions:
2023: **44%** | 2022: 45%

Work environment:*
2023: **80.3%**

*This measurement is done every two years, in 2021 the result was 90.3%

Indicator	Staff distributed by age				Total
	18 a 30	31 a 40	41 a 50	51 to over 60	
2023	126	264	132	40	562
2022	143	262	136	46	587

Indicator	2022	2023
# training hours	136	130
# hours received	17.770	12.189
# attendees	6.100	4.346
# hours received per employee	27,47	18,67
Persons impacted female gender	403	411
Persons impacted male gender	244	242



Interactuar
Collaborators

Chapter 3

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING

(Social dimension)

3.1. Sustainable entrepreneurs



Jobs supported

2023: **56,82%**
1,0 average job per business.

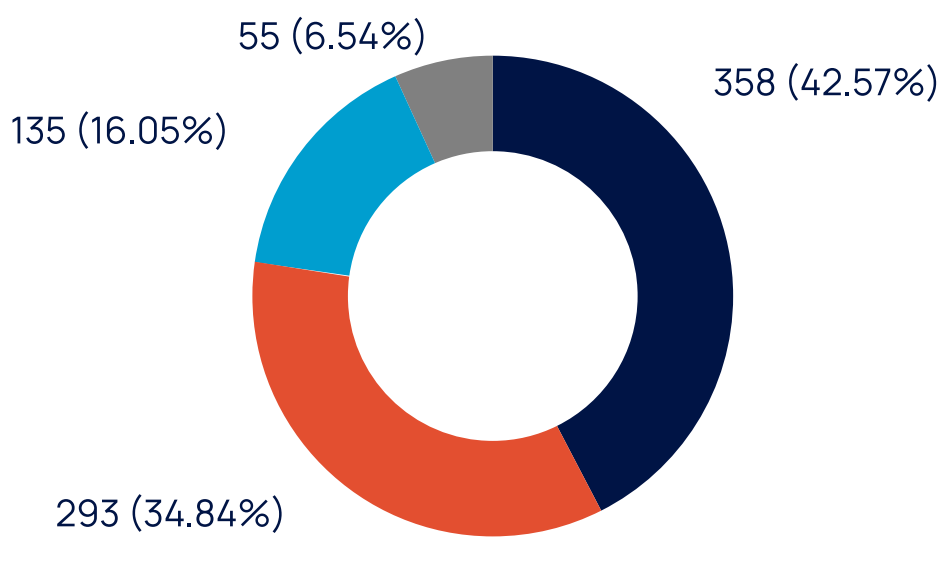
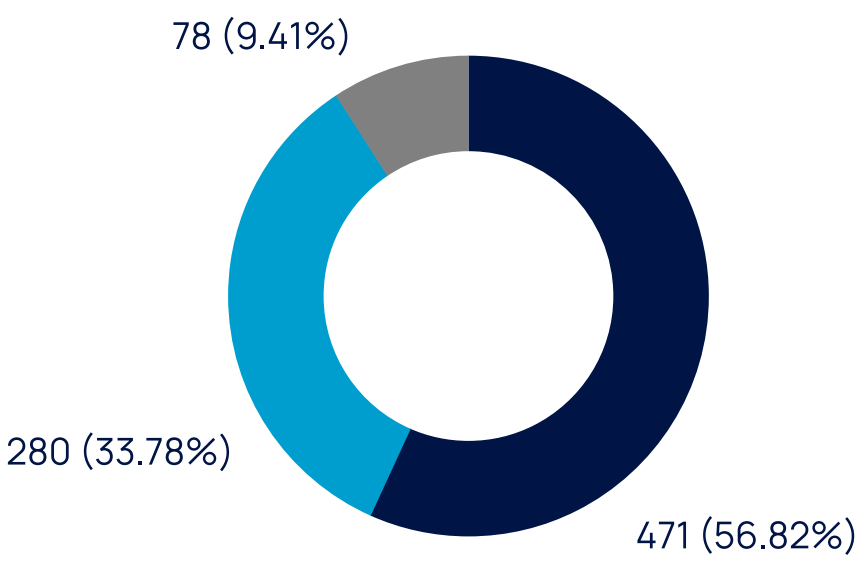
2022: 42,57% claims to generate 1.0 job per business.

Natalia Herrón y Oswal Ramírez
Metal Shelves Medellín
Medellín, Antioquia



● 1 job ● 2 - 4 jobs ● +5 jobs

● 1 job ● 2 - 4 jobs ● +5 jobs ● No answer





Sales*

2023: **3,8**
Monthly CLMW*

2022: 3,9
Monthly CLMW*



Permanence*

2023: **44%**
of our businesses are 1
to 5 years old.

2022: 36%
of our businesses are 1
to 5 years old.

**Multidimensional Index of Social Status.
Sampling regions: Oriente, Southwest, Bajo Cauca and Metropolitan Area*

Explanatory note: In 2023, as part of our commitment to the social, economic and environmental progress of entrepreneurs and business owners, we changed our monitoring methodology from a traceability measurement to a Multidimensional Social Status Index, through a sampling by sub-regions. This gave us a new perspective on the reality of our entrepreneurs in terms of **economic security, household well-being and human capital**. For the analysis of the data, it is important to consider that, due to the methodological change, the data for these variables are not comparable to the figures for the previous year. presented in 2022 with the previous methodology, thus changing the results in this report. Its objective is to represent the characterization of our entrepreneurs by years and at certain moments of measurement.

***CLMW:** Minimum legal salary in force in Colombia USD 383.



Edison Vasco
Vasher
Jericó, Antioquia

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING
(Social dimension)

3.2. The road to business formalization

2023



Is registered in a Chamber of commerce
23.5%



Pays social security to employees
10.3%














Pays family compensation fund for employees
19.66%

Explanatory note: Due to the change in the measurement methodology, there is no data available for 2022 in the Multidimensional Social Position Index associated with business formalization.



Manuela Castro
Products Sasoni S.A.S.
La Ceja, Antioquia

WE ARE ALLIES OF PROGRESS AND SOCIAL WELFARE (Social dimension)

	2023	2022
Entrepreneurs Served:	 59.483	53.730
Gender:	 51% Women 48% Men	54% Women 45% Men
Coverage with value support:	 39%	38%
Stratification:	 99.4% 1,2 and 3 strata	96.52% 1,2 and 3 strata
Schooling:	 84.6% Elementary, highschool and tech college	87.61% Elementary, highschool and tech college
Credits granted:	 44.208	44.628
Current portfolio:	 \$423,479 mm	\$369,627 mm
Average credit:	 90% of our entrepreneurs have an average balance of USD \$944	90% of our entrepreneurs have an average balance of USD \$944
Overdue portfolio:	 9.4%	3.1%
Punished portfolio:	 5.6%	3.4%
Virtual office:	 More than 6.000 entrepreneurs used the virtual office USD \$14,000 million disbursed.	More than 10.000 entrepreneurs made use of the virtual office, USD \$4,3 million disbursed.



Amethyst Intimate Essence
Medellín, Antioquia

Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.



Gloria Suárez
Chocafé María
Sonsón, Antioquia

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING (Social dimension)

3.3. The impact that moves us

We implemented a new methodology to measure the impact of our financial services with valuable support for entrepreneurs and business owners. We moved from the traceability instrument* to multidimensional social mobility. Together with the macroeconomics team of the University of Antioquia, we defined this concept as the capability of individuals to overcome past limitations and freely choose their path to progress. The Multidimensional Social Position Index integrates three components: economic security, household well-being and human capital.

Theory of change:

In 2023 and 2024 we will focus on evaluating the impact of our business support, financing and connections on the social, economic and environmental progress of entrepreneurs and business people in Colombia.

Our general hypothesis is that the development of human and entrepreneurial capabilities and access to credit leads to the growth of entrepreneurship, which in turn enables social mobility through the well-being and economic security of the entrepreneurs.

In addition, we continued our Multidimensional Index of Social Position (IMPS) measurement initiated in 2022 to have a longitudinal measurement of our entrepreneurs. This research redefines social position by considering sociodemographic and cultural aspects, as well as allowing us to classify households into different socioeconomic levels in order to more effectively target our value offer.

*Traceability measurement:

Survey conducted to a random representative sample of our clients with which we measure the perception and follow up on the social, economic and employment generation conditions of the entrepreneurs who had services with Interactuar.

This survey was carried out with an external entity, avoiding bias in the responses and results obtained.

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING
(Social dimension)

3.4. Support to move forward

At the end of the year, 39% of our credit service entrepreneurs received valuable support from them:



Business tips:

2023: 25.823 | 2022: 20.000



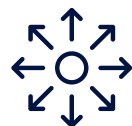
Entrepreneurs who participated in lectures, workshops, introductory courses to the entrepreneurial world, Bien - Estar Financiero and Ser Empresario:

2023: 10.630 | 2022: 5.056



Business acceleration programs:

2023: 134 | 2022: 168



In business enlistment programs:

2023: 147 | 2022: 104



Spaces for value connections:

2023: 397 | 2022: 177



Cristina Giraldo
Our flavor of region
Marinilla, Antioquia

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING
(Social dimension)

Feria Interactuar 2023

- **3.047 attendees**
- More than **USD \$426,449** disbursed at the Fair and more than **USD \$2,25 million** during the month with the Interactuar Fair campaign.
- **359** entrepreneurs exhibitors.
- **USD \$33,972** in sales from entrepreneurs.
- **99** buyers at the business roundtable and agricultural supply roundtable.
- **497** business appointments were made.
- **2.198** participants at conversation spaces, business orientation, competition, etc. pitch and brand launch.

Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.



Natalia Herrón y Oswal Ramírez
Estanterías Metálicas Medellín
Medellín, Antioquia
Winners Famiempresario Interactuar 2023

Lina María Montoya
Executive Director Interactuar

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING
(Social dimension)

FamiEmpresario Interactuar 2023

- We held version **#33** of Famiempresario Interactuar.
- We award **23** entrepreneurs
- **75%** were women leaders
- **71%** carry out good social practices
- **66%** implement good environmental practices
- **91%** are formalized
- **54%** are family businesses.



Rural Development

Agripreneurs:

2023: **424**

2022: 522

Programs: Semillero Agro - Base Method of Agribusiness Acceleration, Fair Interactuar.

Agricultural Acceleration Base Method Program



Agripreneurs served:

2023: **235** | 2022: 170



Coverage in municipalities of Antioquia:

2023: **39** | 2022: 28



Approach: development of administrative skills and capabilities, business transformation project (BTP), focus on productivity, investment and associativity, recognition of the business ecosystem - connections to value chains, compliance with (environmental) sustainability parameters and indicators, conscious leadership.



Jobs supported by agripreneurs:

2023: **380** | 2022: 326



Formalized employment:

2023: **51%** | 2022: 48%



Total annual sales of agripreneurs:

2023: **USD \$6,8 million** | 2022: USD \$4,1 billion



Sales growth:

2023: **26%** | 2022: 79.8%



2023: **89%** of agripreneurs implemented environmental practices.

| 2022: 74%

Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.





Beatriz Quintero
Dressings at home
Medellín, Antioquia

WE ARE ALLIES OF PROGRESS AND SOCIAL WELLBEING (Social dimension)

Business acceleration

Entrepreneurs served:

2023: 1.121
2022: 455

Programs: Be prepared - Acceleration
Base Method.

Business Acceleration Base Method Program

Entrepreneurs served:

2023: 360 | 2022: 188



Coverage:

2023: 4 subregions Urabá, and other subregions of Antioquia, North, East and West. | 2022: 4 subregions of the department of Antioquia (East, Southwest, North and West).



Focus: iEncourage formalization, diversify energy supply with clean technologies; promote the use of good environmental practices, promote inclusive employment through the development of conscious leadership and administrative mindset at different levels: Level 1 - Efficient organization. Level 2 - Connection with the market. Level 3 - Sustainable growth.



Jobs supported by entrepreneurs:

2023: 1.591 | 2022: 1.282



Formalized employment:

2023: 94% | 2022: 90%



Total annual sales of the entrepreneurs:

2023: USD \$60,4 million | 2022: USD \$42 million



Sales growth:

2023: 32% | 2022: 41%



2023: 90% of the businesses implemented environmental practices. | 2022: 97%



Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.

We join forces to generate impact



Projects implemented:
2023: **12** | 2022: 17



Allies:
2023: **19** | 2022: 13



Resources mobilized*:
2023: **USD \$6,1 million** | 2022: USD \$2.1 million



Coverage in departments
2023: **12** | 2022: 12



Entrepreneurs served through projects:
2023: **3.437** | 2022: 3.470



Donations received (cash and volunteering):
2023: **USD \$17,138** | 2022: USD \$13,972

*No counterparties or leverage of Interactuar's resources are included.

Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.

Juan David Valencia
Pimiento'z Pizzeria
Medellín, Antioquia

Chapter 4

CONSCIOUS GROWTH

(Economic dimension)

4.1. Our integrity and good governance

Corporate governance



Assembly:

56 associates. Annual meetings.

Board of Directors:

11 active members. Monthly meetings.

- 45% of the board is made up of women.
- 11 board sessions held.
- 90% attendance.
- Corporate Governance Process, in maturity 2 and 3. The process, which was audited by the auditing firm PWC, has a level of compliance of 90.7% in the governance aspects.
- Articulation of the role of privacy officer with Interactuar's information security policy, ensuring the integrity of the information received or shared in Interactuar's operation.
- 360° evaluation of the members of the Board of Directors and Steering Committee through an independent third party (Medellin Chamber of Commerce for Antioquia).
- We received the certificate of compliance with ESALES regulations, granted by the Government of Antioquia, which recognizes our compliance with accounting and corporate governance requirements.
- We strengthened the Compliance sub-process (SAGRILAF and PTEE). We reviewed with our own tool internal processes of high transactionality, impact and risk. This diagnosis showed us all the components of the COSO III internal control system for the Compliance sub-process, and was the guide for the improvement and closing of gaps.



Board of Directors
Interactuar

- We documented due diligence activities with Funders and Allies, raising the level of maturity of the control environment and activities. We have also aligned our internal processes to effectively manage the engagement of strategic counterparties.
- We conducted an internal audit by PWC, together with the reports from the auditors, to ensure transparency and compliance with the standards of the established.

Board Committees

- Financial and Risk.
- Sustainability and Development.
- Ethics and Auditing.

Internal Control System

Steering Committee. Statutory Auditor: KPMG.
External audit: Price Waterhouse Coopers (PWC).

Corporate bylaws.
Code of good governance.
Code of ethics.
Mystic line.



Steering Committee
Interactuar

CONSCIOUS GROWTH (Economic dimension)

Comprehensive risk management

- Credit Risk Management System (CRMS).
- Operational Risk Management System (ORMS).
- Risk of Money Laundering and Financing of Terrorism (LAFT).
- The policies and procedures of each system allow us to cover all of the Corporation's stakeholders.
- **100%** of the processes have operational risks identified in accordance with the methodology approved by the Board of Directors.
- Credit risk management indicator (CRMI):
2023: 14.20% | 2022: 6.3%
- Coverage (Provision for loan portfolio / Portfolio in arrears more than 30 days)
2023: 81.21% | 2022: 110.81%
- Consultations carried out Money Laundering Risk Self-Management System and Financing of Terrorism (SAGRLAFT):
2023: 154.847 | 2022: 110.358

Advocacy and institutional positioning

As a way to make the micro business sector visible and represent an expert voice that knows them before the entities that regulate the sector, we are linked to inter-institutional working groups of different associations such as the Center for the Study of Micro Businesses (Centro de Estudios de la Empresa Micro (CEM), Asomicrofinanzas, Latimacto, Antioquian Federation of NGO, Association of Corporate Foundations (AFE), Colombia Fintech, Proantioquia, Emprender, among others.

2023:
300 publications
in specialized
media
2022: 648

4.2. Innovation and digital transformation

- During this year we completed the data migration, parameterization, customization and training phases, which enabled us to go live with our **Core** change project in November. The stabilization process is expected to be completed in the first quarter of 2024.
- We validated the prototype for the placement of **new credit clients digitally**, carrying out tests with clients and non-customers of the Corporation to validate the fulfillment of user experience expectations (easy, simple and intuitive) and thus give the go-ahead for the development and implementation of this prototype.
- We implemented a new unified and multichannel communications tool (Wolkvox), which makes use of artificial intelligence and allowed us to improve the experience of our entrepreneurs by optimizing the synchronization of data and processes to facilitate consistent and efficient management of financial and operational information.
- We launched our **WhatsApp Bot "Maria"** one of the most important milestones in the improvement of customer service processes and its digitization by having a 24*7 service.



Viviana Arango
Cafe Las Marias
Andes, Antioquia




Tatiana Agudelo
Banana tree
Andes, Antioquia

4.3 Learning and continuous improvement As part of our essence

Our indicators and results

% Compliance with process improvement plans: 
2023: **76%** | 2022: 58%

Process Maturity (Level 1, 2 and 3): 
2023 (Nivel 1): **91%** | 2022: 98%
2023 (Nivel 2): **87%** | 2022: 93%

Satisfaction of our entrepreneurs*

Indicator	2022	2023
Level of satisfaction	93%	86%
Level of effort	86.7%	92.20%
Recommendation	74.3%	85.90%

**As of 2023, we adjusted our satisfaction measurement tool. Previously, an annual survey of 1,000 entrepreneurs was conducted with an external consultant. Now, we use a survey via WhatsApp at the end of each interaction. SAC, collections, credit and TE, evaluating satisfaction on a scale of 1 to 5.*

CONSCIOUS GROWTH (Economic dimension)

4.4. Economy with social sense



Total income:

2023: **USD \$45 m** | 2022: USD \$26,3 m



Assets:

2023: **USD \$137 m** | 2022: USD \$88,3 m



Liabilities:

2023: **USD \$82,8 m** | 2022: USD \$56 m



Equity:

2023: **USD \$54,2 m** | 2022: USD \$32,2 m

Figures expressed USD million.

Figures are expressed at the market exchange rate (TRM) as of December 2023.

Ethical management of allies' and cooperators' resources and of business income

Although we are not an entity supervised by the Financial Superintendency, our practices and controls are oriented towards to comply with the standards of the country's financial industry, administering and managing credit risk, operational risk and money laundering and terrorist financing risk. At the same time, we count on EY's auditors to verify compliance with the laws and standards defined.s.

Key ally management

During 2023, transformational alliances were formed that impacted more entrepreneurs, allowing us not only to provide them with valuable support, but also to promote sustainable development in accordance with our alignment with the SDGs.

- **Good Weather parametric insurance:** in March 2023, thanks to the Alliance between Finagro, Seguros Bolívar, Blue Marble and the corporation, 5,865 entrepreneurs were insured for one year against excess and deficit rainfall. The delivery of this insurance was supported by a support program. value chain with a focus on climate change and emergency cash management. In 2023, USD \$560 million were paid to the entrepreneurs who were affected by the aforementioned weather conditions.
- **Kiva:** allows access to capital through a web-based platform to support enterprises of people in vulnerable conditions. In 2023, we placed 2,753 loans for US\$1.5 million.
- **Bancoldex:** direct lines of funding mainly for popular economy.
- **National Guarantee Fund:** funding to provide guarantee systems to cover eventual losses.
- **Lockfund:** we obtained international funding to support our impact for **USD \$14,9 million**.



Amanda Quiceno de Ospina
Agribusiness Poultry
Guarne, Antioquia

Chapter 5

WE DRIVE SUSTAINABLE TRANSFORMATION

(Environmental dimension)

5.1. Our external management



- We supported **1,144 agripreneurs** with three lines of training to strengthen their understanding and adoption of environmental practices: water source conservation, forest conservation, environmental regulations and solid waste management.



- We improved and implemented the self-assessment survey called **Conscious Enterprise in our business school**, measuring five variables related to Circular Economy: 1) Take; 2) Transform; 3) Distribute; 4) Use/Consume; 5) Reintroduce/Enrich. The results of **entrepreneurs who mobilized good environmental practices by program**: 90% Entrepreneurial, 89% Agribusiness ABM and 80% in seedbeds.



- We redesigned the green credit product for Sustainable Development to provide **alternative access to financing under three thematic areas**: the circular economy, bioeconomy and the fight against climate change. This new scope will allow us to support entrepreneurs and business people whose initiatives contribute positively to the environment. In 2023, we will train our advisory team on the product in order to start placement in 2024.

WE DRIVE SUSTAINABLE TRANSFORMATION (Environmental dimension)

5.2. Our internal management

- In 2023 we offset 100% of the emissions generated in 2022.
- All of our operations during that period were conducted using clean energy from our solar panels and the purchase of renewable energy bonds.
- We are 32% self-sufficient in energy from our solar panels.
- We received the business recognition in the sustainability category silver awarded by Icontec and AMVA (Área Metropolitana del Valle de Aburrá) (Local Environmental authority).



Elmer Yohan Zapata
Asocaval
Valdivia, Antioquia



Together, we can!

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